



## Achieving Administrative Excellence

Managing the Office of the Future

### ► Upcoming Sessions

29 Apr-03 May 2024	Dubai - UAE	\$5,950
24-28 Jun 2024	Dubai - UAE	\$5,950
16-20 Sep 2024	Dubai - UAE	\$5,950

### ► Training Details

#### Training Course Overview

Administrative excellence comes from the ability to wear many hats, cope with high-level responsibilities, and work with both speed and accuracy. Organising all the pieces and parts of your professional life – from work spaces to meetings to travel plans, as well as keeping executives organized, takes a huge range of skills and attributes. This Anderson training course tackles both the practical know-how you need to give you an edge in a busy multi-faceted role, as well as the mind-set, confidence and calmness to manage yourself, your work and your working relationships.

#### Training Course Objectives

**By attending this Anderson training course, delegates will be able to:**

- Work smarter and leverage their time to get things done quicker
- Set and achieve short and long term goals, as well as arranging meetings, projects and events successfully
- Communicate confidently and clearly at all levels
- Present themselves professionally in meetings and presentations
- Organise themselves, their office, and their executives more effectively

#### Designed for

**This Anderson training course is suitable for a wide range of professionals but will greatly benefit:**

- Office Managers or Coordinators
- Executive Secretaries
- Administrative Assistants
- Administrative Managers
- Executive Assistants

### ► Training Details

#### Day One: Mastering your Workload

- ▶ What is your personal and work vision?
- ▶ The secrets to working smarter rather than harder
- ▶ Achieving long and short term goals through proper scheduling and prioritizing
- ▶ Setting up administrative systems and procedures that work
- ▶ Time Management secrets to adopt and time wasters to avoid
- ▶ The latest technology to help you achieve administrative excellence

## **Day Two: Essential Communication Skills**

- ▶ Common communication styles
- ▶ How to be an assertive communicator
- ▶ How to set boundaries without saying "no"
- ▶ Understanding different personality types
- ▶ Dealing with difficult personalities and situations
- ▶ Emotional intelligence at work
- ▶ Avoiding ego games and unnecessary conflicts

## **Day Three: Working with your Boss and your Team**

- ▶ Managing administrative responsibilities in the virtual work place
- ▶ Developing a strategic partnership with your boss
- ▶ Keeping on top of calendars, appointments and schedules
- ▶ Making travel and accommodation arrangements
- ▶ Preparing the office and tasks for your absence – holiday or lockdown
- ▶ Organising, attending and minuting meetings – online and in person

## **Day Four: Professionalism in the Workplace**

- ▶ Handling the Phone Professionally – avoiding common mistakes we all make
- ▶ Writing friendly and professional emails
- ▶ Social media and technology savviness
- ▶ Mind Mapping for organising and planning
- ▶ Event planning – Small and medium sized project planning basics
- ▶ Making confident, clear presentations – on line or in person
- ▶ Maintaining your professional image – even whilst working at home

## **Day Five: Self and Stress Management**

- ▶ Managing your responsibilities, roles, resources and relationships from the inside-out
- ▶ The power of the sub-consciousness
- ▶ How to remain motivated and passionate about work in times of uncertainty
- ▶ Handling stress and pressure and anger at work
- ▶ Work life balance – how to achieve it
- ▶ Taking care of yourself and others without burn out
- ▶ Where to go from here – continuing professional development

## **▶ The Certificate**

Anderson Certificate of Completion will be provided to delegates who attend and complete the course.

### **▶ INFO & IN-HOUSE SOLUTION**

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

Request for a Tailor-made training and educational experience for your organization now:

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)



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